

## COMPLAINT POLICY

It is the policy of the Town of Los Gatos to investigate zoning complaints to determine if Code Violations exist and to seek corrective action as appropriate. Provided access to the property (or location) of the alleged violation is made available without an inspection warrant or the violation is visible from off the site, it shall be the goal of this Department to investigate and provide an investigation report within 30 days of receipt of complaint, upon written request.

Based on the investigation report, the Director of Community Development will determine if corrective actions are required and establish a schedule for required corrections based on the nature and complexity of the problem to be abated. Written notice of the Director's findings and corrective actions shall be forwarded to interested parties, upon written request.

If corrective actions are not completed in the time specified, the Director may seek the assistance of the Police Department or Town Attorney in gaining compliance.

Many decisions related to Building Regulations made by the Director of Community Development are subject to the Appeals process. If anyone disagrees with a decision of the Director of Community Development, an Appeal may be filed with the Town Clerk's Office during normal business hours at 110 E. Main Street. Further information about the Board of Appeals Building Regulations is available upon request.

**NOTE: A lawful Appeal will "stay" most enforcement actions until such time as the "Board" reaches a decision. Decisions of the Board are final and exhaustive of all local administrative actions.**

## FILING A COMPLAINT

There are several possible ways to file a complaint. A complainant may completely fill out a Citizen Complaint Form and deliver it to the Community Development Department. It is also possible to contact the Code Compliance Officer directly at (408) 399-5746.

### WHAT INFORMATION DO YOU NEED

It is important that the facts be presented in a clear manner to insure that the matter can be thoroughly investigated. Required information includes, but is not limited to:

- 1) Street address and nature of complaint.
- 2) Name, address, and phone number of complainant (Anonymous complaints will not be processed).

### PROCESS

After the Code Compliance Officer receives a complaint he/she will begin gathering background information on the subject property. The following is a typical series of events:

- 1) Perform a site visit to determine if a violation exists. If it is determined that a violation exists, the Code Compliance Officer will attempt to contact the violator and have the violation abated voluntarily.
- 2) If voluntary compliance is not achieved a Notice of Violation letter will be sent to the property owner and/or tenant with a date by which the violation must be abated.
- 3) If the violation is not abated by the specified date in the Notice of Violation letter a Pre-Citation Notice is sent and is the last attempt at written correspondence before a citation is considered. The Town makes every effort possible to see that violations are abated before it is necessary to issue a citation.
- 4) A citation is issued by a Police Officer

accompanied by the Code Compliance Officer. If a citation is issued, the violator will need to appear in court and/or pay a fine, as well as, abate the violation to avoid further disciplinary action.

## APPEALS

If the violator disagrees with the Director of Community Development's decision that a violation is present, they may appeal that decision to the Planning Commission. The Planning Commission's decision may then be appealed to the Town Council. An Appeal may be filed with the Town Clerk's Office during normal business hours at 110 E. Main Street.

## OVERVIEW

The Town of Los Gatos operates in compliance with hundreds of written codes that have been adopted over the years which are designed to promote and maintain a safe, healthy, and clean environment. It is the goal of the Code Compliance Division of the Community Development Department to maintain and continuously improve the quality of life.

There are many types of codes: Town Codes, Fire Codes, Uniform Building Codes, Uniform Housing Codes, Zoning Ordinances, Vehicle Codes, and Penal Codes. Code Compliance is the responsibility shared by staff of several departments within the Town. To be effective and efficient, code compliance also needs the cooperation of residents and businesses.

Code Compliance Program  
Community Development Department  
(408) 399-5720

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